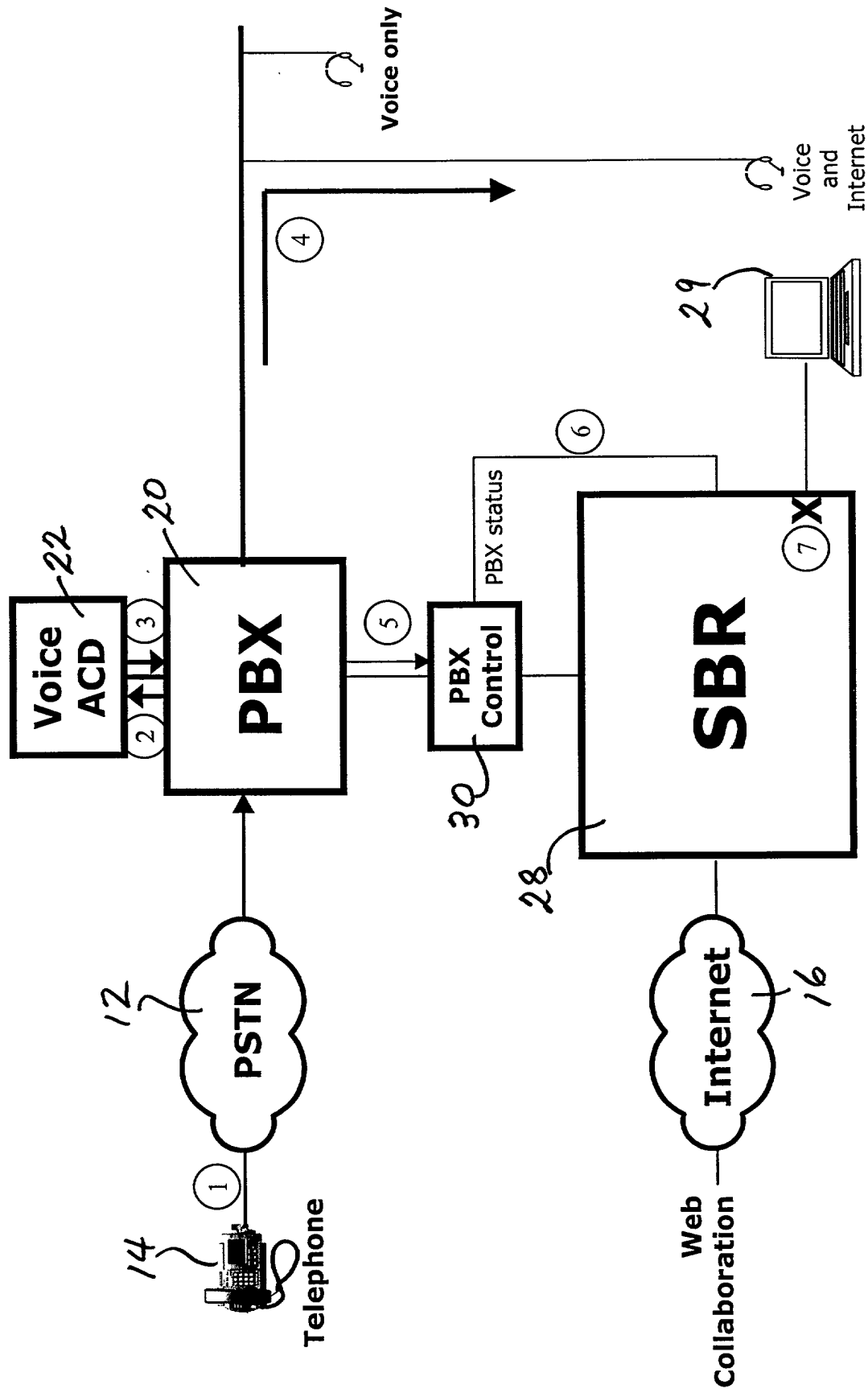


FIGURE 1



Agent 1

FIGURE 2

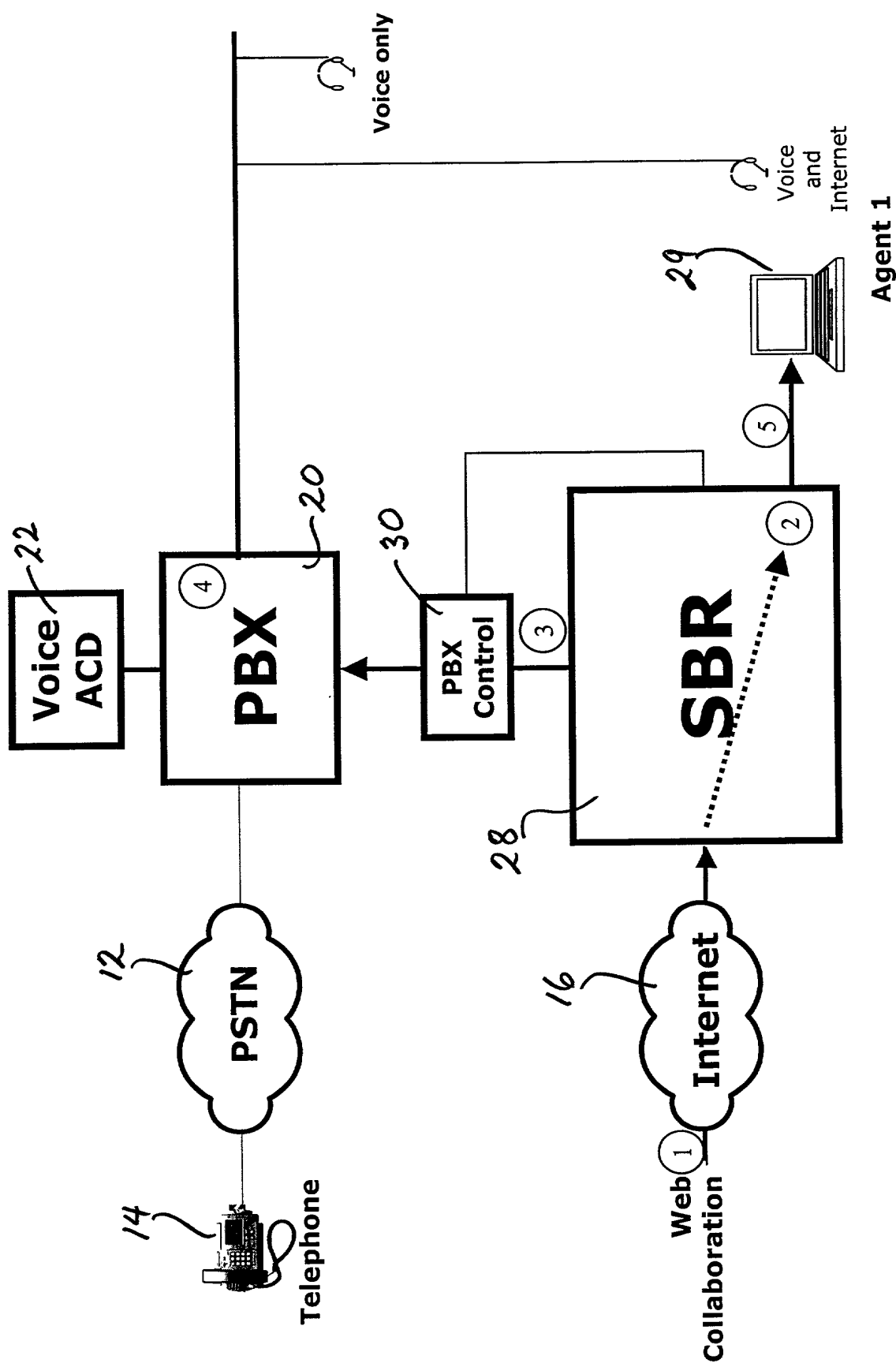
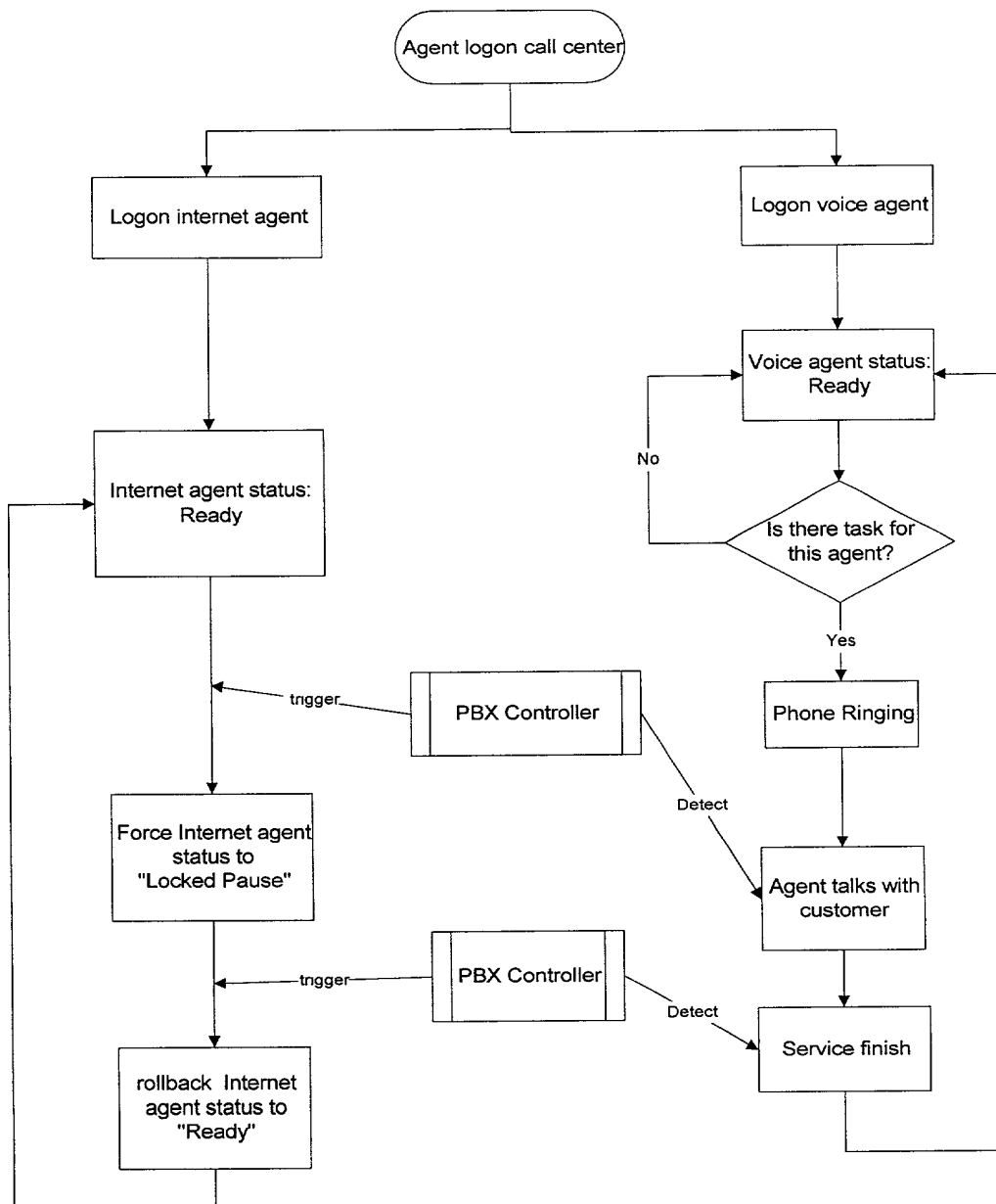
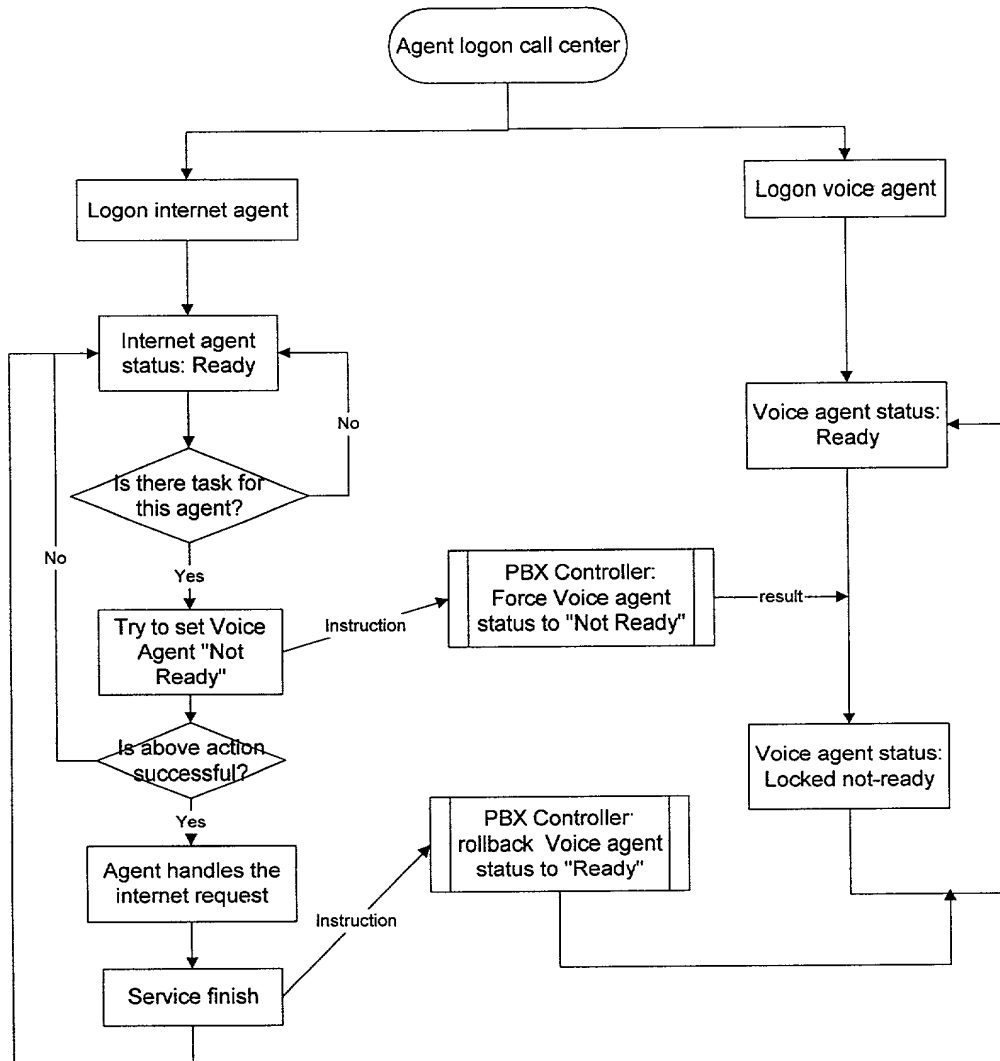


FIGURE 3



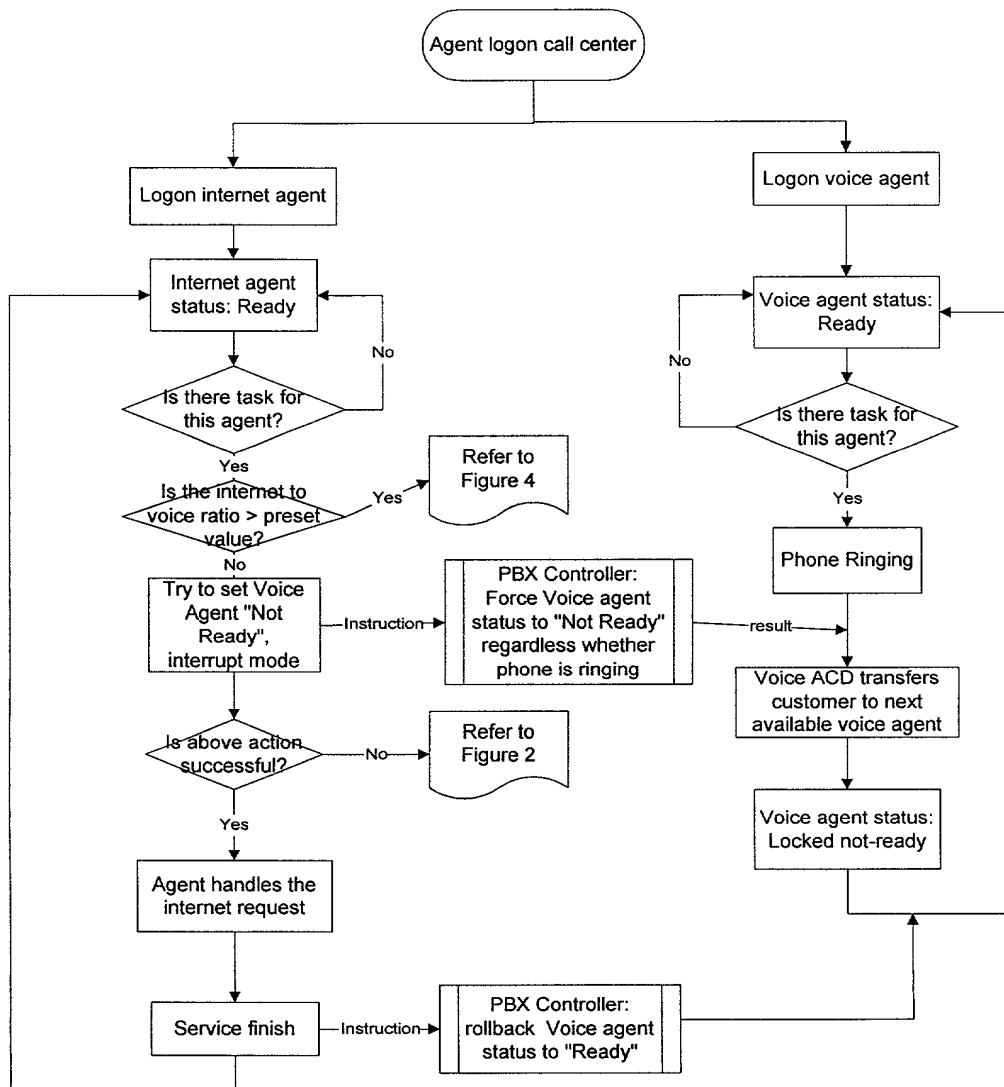
Note: One human agent has two roles: voice agent and internet agent.
Both of them is at "ready" status.

FIGURE 4



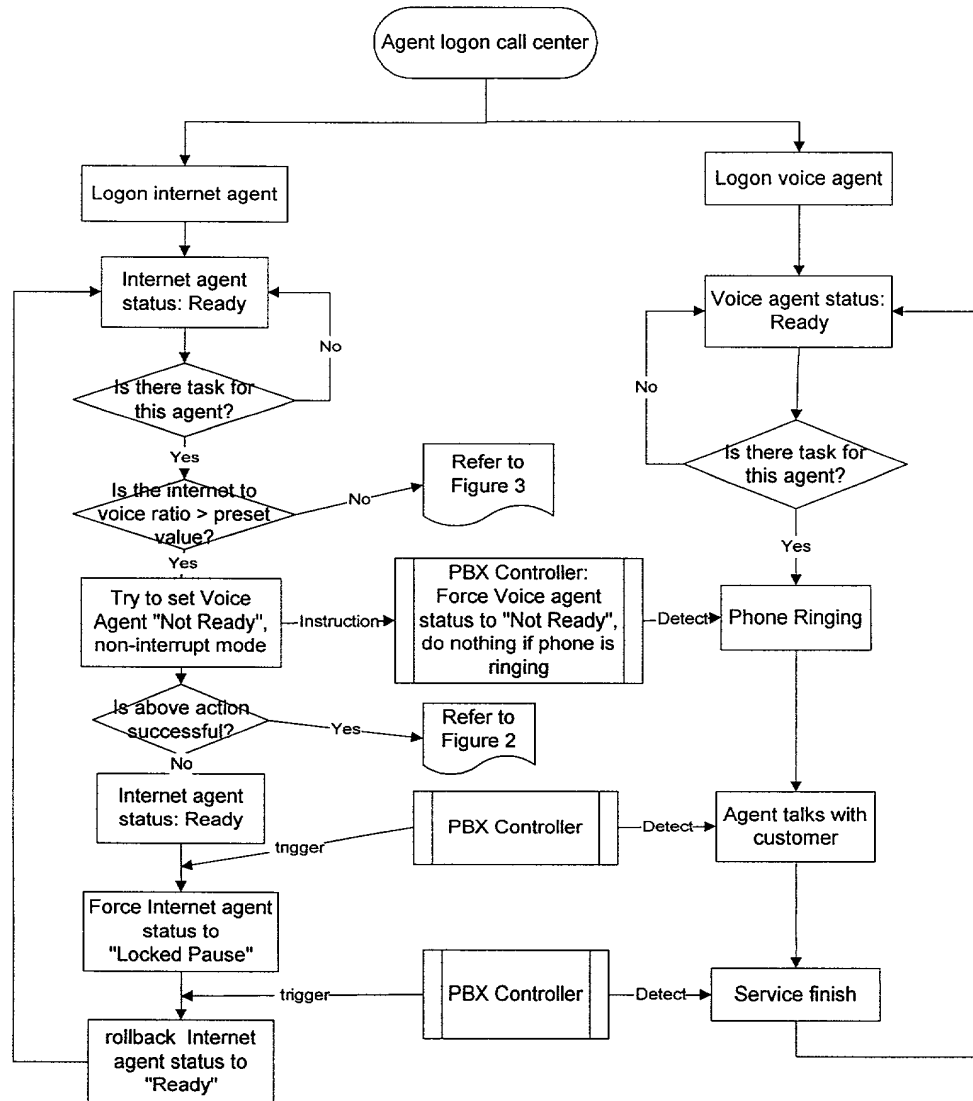
Note: One human agent has two roles: voice agent and internet agent.
Both of them is at "ready" status.

FIGURE 5



Note: One human agent has two roles: voice agent and internet agent.
Both of them is at "ready" status.

FIGURE 6



Note: One human agent has two roles: voice agent and internet agent.
Both of them is at "ready" status.

FIGURE 7